

Utilities Fraud Finder An analytics-driven approach to uncovering energy theft

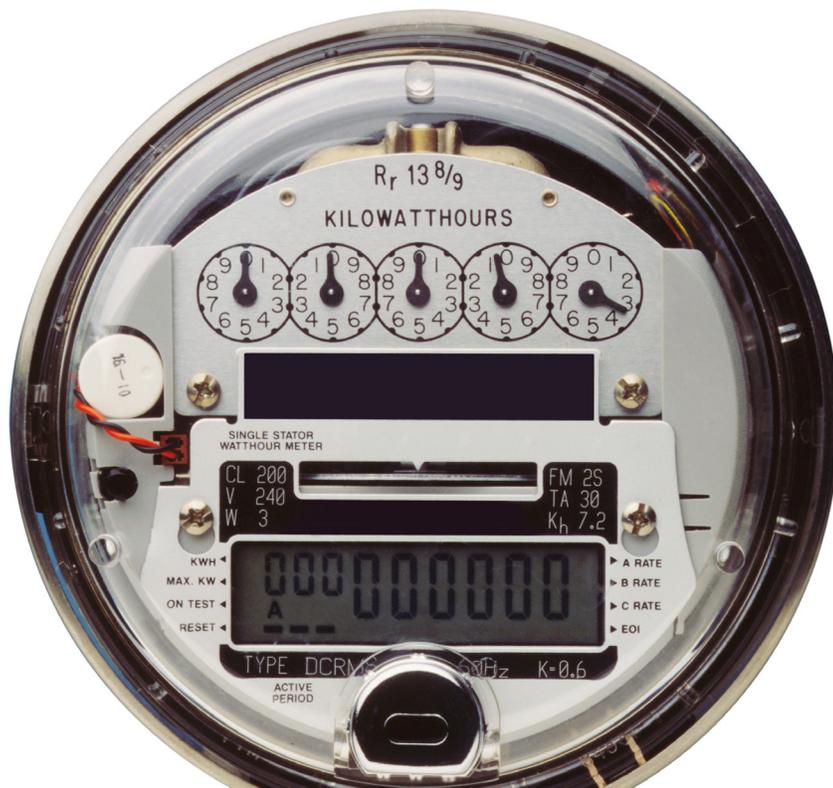
Energy theft is a big problem for utilities—but it's not a new one. In fact, many leaders at utilities feel they're constantly rolling out new strategies to target fraud. But just as soon as they've developed and run new fraud-focused algorithms, identified gaps, and taken steps to fill them, new fraud challenges emerge. It can feel like a never-ending cycle—and, for many, it is. But when you consider the significant amount of money involved in fraud and theft, it's worth the constant attention.

Is there a better way? Recent advances in technological capabilities, combined with rapidly expanding data volumes being generated at utilities, open the door to new possibilities. That's where Deloitte's Utilities Fraud Finder approach comes into play.

Find hidden patterns—faster

In theory, it shouldn't be difficult to determine where theft or fraud is occurring among utilities: Energy is being generated, delivered to clients, consumed, and paid for—or not. But in reality, utilities must grapple with crushing volumes of data in order to find the anomalies that point to fraud. That makes it difficult to identify historic trends, much less current ones.

The Utilities Fraud Finder helps make use of advanced technologies such as SAP HANA™ to make quick work of data volumes that would have required weeks or months of number-crunching to yield insights. Where utilities may have had the appetite or ability to evaluate only a year's worth of data at a time, the Fraud Finder has been used to analyze 20 years' worth of data in even less time. The result? An ability to identify and respond to trends faster—as well as pinpoint individual sources of fraud. This could have quite a dissuasive effect among thieves or those tempted to become thieves.



Our approach hinges on our ability to quickly take stock of the specific fraud challenges facing an individual client, then molding the Fraud Finder approach to address those challenges.

How we can help

At Deloitte, we developed the Fraud Finder approach based on years of experience chasing down fraud at some of the world's largest and most successful utilities. This approach is equally informed by our working knowledge of advanced analytics strategies and technologies in use today, including SAP HANA. But there is no one-size-fits-all approach to stamping out fraud targeting utilities. Our approach hinges on our ability to quickly take stock of the specific fraud challenges facing an individual client, then molding the Fraud Finder approach to address those challenges.

- Work with utilities to define patterns and theft-detection algorithms
- Review data architecture
- Build and implement dashboards
- Provide analysis services

Bottom-line benefits

- Identify fraud-related trends faster
- Implement fraud prevention strategies in days rather than years
- Make smarter use of a growing volume of data
- Develop the ability to detect fraud at the end customer level as well as monitor consumption and performance of the distribution network components
- Establish or expand information management and analytics capabilities based on a strong business case

Contact us

If you're ready to take your utility's fraud prevention strategy to the next level, we should talk.

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